

# State of Montana

## Department Of Administration, ITSD

### Communications Plan

#### A. General Information

*Information to be provided in this section gives a specific name to the project as well as pertinent information about the personnel involved.*

<b>Project Name:</b>	Ent. Systems Services Centers	<b>Date:</b>	11/2/07
<b>Controlling Agency:</b>	DOA/ITSD	<b>Modification Date:</b>	
<b>Prepared by:</b>	M Boyer	<b>Authorized by:</b>	M Boyer

#### B. Timeliness

*Describe how quickly and how often the project information will need to be communicated to the stakeholders.*

Stakeholders: (Quarterly)

Stakeholders include organizations using ESSC facilities, the Governor's Office, and the public.

Members:

- |                       |                                     |            |
|-----------------------|-------------------------------------|------------|
| • Dick Clark (chair)  | State CIO                           |            |
| • Amy Carlson         | Governor's Office/OBPP              |            |
| • Al Parisian         | Attached Entity IT Rep.             | State Fund |
| • Mike Bousliman      | Agency IT Representative            | DoT        |
| • Mary Angela Collins | Agency IT Representative            | DPHHS      |
| • Larry Fasbender     | Agency IT Representative            | DoJ        |
| • Lois Menzies        | Non-Executive Branch Rep.           | Judiciary  |
| • Tom O'Connell       | DoA Architecture & Engineering Div. |            |

Meetings:

Meetings are held on a quarterly basis with additional meetings scheduled if needed.

Recurring agenda items:

- General Project Status (Mike Boyer/ITSD Ent. Operations/Project Director)  
Discuss general progress to plan; identify issues/risks & mitigation measures;
- A&E Perspective (Joe Triem Architecture & Engineering Manager)
- Project Financial Status (Doug Volesky ITSD Financial Services))

Sponsor: (Bi-weekly) Status update for Dick Clark, State CIO

Project Manager: (Daily) Team members will inform the project manager of any significant matters in-person or by email or voice mail as practical.

Project Team: (Weekly) There will be a weekly team meeting to share information bi-directionally. These meetings will have standing agendas, minutes, action items recorded and follow-up mechanisms. A "risk register" will be developed and reviewed at the meetings and updated as appropriate.

Architecture & Engineering Division: (Biweekly) The ITSD project team will meeting with the A&E project manager and the architecture consultant project manager to track progress and address issues according to a process specified in the consultant's methodology.

#### C. Information Type

*Describe how different types of information will be disseminated. (Voice, electronic mail, spreadsheet, formal presentation.)*

**Project Status & Plans:**

- eNewsletter
- Presentation material
- Project web pages accessible through Intranets and the Internet to meet the needs of both State employees (primarily IT personnel in ITSD and agencies) and non-employees, including interested legislators.

**Relocation and Agency Participation:**

- eNewsletter
- Presentation Materials
- Project web pages (as above)

<b>Stakeholder</b>	<b>Status Report</b>	<b>Presentation Mat'l.</b>	<b>eNewsletter</b>	<b>Web Pages</b>	<b>Press Release</b>
ITSD Staff	<b>Quarterly</b>	<b>X</b>	<b>X</b>	<b>X</b>	
ITB	<b>Bi-monthly</b>	<b>X</b>			
ITMC	<b>Monthly</b>				
Agency IT Staff		<b>As requested</b>	<b>X</b>	<b>X</b>	
ITSD Management	<b>Bi-weekly</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Governor's Office/OBPP	<b>As requested</b>	<b>X</b>	<b>X</b>		
Cabinet		<b>X</b>	<b>As requested</b>		
ESSC Project Team	<b>Weekly meeting</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Legislators/Auditors		<b>X</b>	<b>X</b>	<b>X</b>	
Public			<b>As requested</b>	<b>X</b>	<b>X</b>

**D. Existing Systems**

*Discuss the communication systems already in place and how they will be leveraged on the project. Include any political environmental considerations.*

There are a number of existing communication channels available to ITSD:

1. Web sites. ITSD has a robust Intranet site as well as the most extensive set of web resources to make information available to a wide range of interested parties both inside and outside of State government.
2. "Forums": ITSD has major role in the agendas for a number of forums that are well established as channels for sharing information. Prominent among them are:
  - a. Information Technology Board (ITB). An advisory board consisting of state agency, local government and private sector members that is focused on strategic IT issues.
  - b. Information Technology Managers' Council (ITMC). An advisory board representing IT managers in State government.
  - c. Network Managers' Group (NMG). A weekly meeting of technical staff to discuss issues and exchange information.
  - d. Information Technology Conference. An annual conference for state and local government IT to share information.
  - e. Cabinet. The sponsor of the ESSC Project, the State CIO, is an attendee of the cabinet meetings and frequently shares high-level information about IT within the State enterprise.

The primary "political" aspect to be recognized is that there are some organizations within State government that are not supportive of the ESSC concept, are suspicious of ITSD's motives, and view the ESSC as a threat to their autonomy and

control of their IT environment. Effective, focused communications is an important tool in reducing the breadth and strength of resistance to the ESSC.

Secondarily, while the need for a new data center was widely accepted by legislators representing both parties, the proposal was caught up in bitter, partisan politics. We expect the ESSC project to receive wide-spread legislative attention from a partisan politics standpoint. This demands that the project thoroughly document decisions and plan and communicate them effectively. Visibility of project management artifacts, such as risk registers, will also help minimize the political risk.

## **E. Length of Involvement**

*Describe how long individual stakeholders will continue to receive information on the project.*

Information sharing will continue well beyond the physical construction of the ESSC facilities and successfully bringing them online. Ongoing management of the ESSC facilities will require that mechanisms be used on a continuing basis to assure that ESSC services meet the current and changing needs of agencies that use the ESSC services.

Clearly, some stakeholders, such as the Architecture & Engineering Division, will drop off once the facilities are up and running. Most other stakeholders will continue to be important recipients of information about the ESSC and will be critical to its long-term success.

## **F. Environmental Considerations**

*Study the political environment, understand stakeholder requirements and other environmental considerations.*

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## **G. Method for Updating the Communication Plan**

*Describe how and when the Communications Plan will be updated throughout the project.*

. This plan will be reviewed and updates as appropriate at least annually and at major milestones to assure changing communication needs are recognized and accommodated